

**Universiti Teknologi MARA**

**Development of Complaint Management  
System for Pejabat Pengurusan Fasilitas  
UiTM Shah Alam**

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## **DECLARATION**

I certify that this thesis and the research to which it refers are the product of my own work and that any ideas or quotation from the work of other people, published or otherwise are fully acknowledged in accordance with the standard referring practices of the discipline

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## **ABSTRACT**

Information technology is changing dramatically, largely due to the forces unleashed by major advances in computing, networking, and storage technology. Web sites and web-based system computerization is the most popular medium that is used by organizations to promote their product and services. Currently, the process of forwarding complaint towards the organization by using the ADKRS pin 3/98 form or by phone call to direct line customer service known as helpdesk. The complaint later will be key in into the existing conventional system which hundred percent depend on the complaint report. This required a lot of time key in many complaints by users. This thesis discusses a web-based development for Pejabat Pengurusan Fasilitas Universiti Teknologi MARA, Shah Alam called Complaint Management System or e-Complaint. The system is very useful to the user because it will change manual conventional method to system computerized. Therefore, the objectives of the project are to identify the current process of forwarding complaint, procedure involved in managing the complaint and to determine the problems faced within the organization. The system would help the users and administration to access and monitor complaint easily via Internet. The project will produce new system